UCx with Cisco Webex Troubleshooting Guide TPX.



DNS policy blocking provider. Open DNS at 1.1.1.1 and Google at 8.8.8.8; both work well ISP VoIP registration policy Contact your ISP Client was disconnected and needs to reconnect SIP ALG is turned on Disable SIP ALG in your router Network is operating at half duplex Ensure all switches, ports, and connected devices support full duplex UP traffic to flow on ports 5060, 5061, 2200-2300, 13384-65535 Computer privacy settings In Windows: Privacy Settings > Microphone ensure Webex is allowed Cellphone privacy settings Ensure Webex is allowed to access your microphone Screen sharing does not broadcast audio from the video Screen Sharing not supported / not available Computer privacy settings In the video Screen Sharing from a Mac only shows the background PC is slow to respond DNS policy blocking 8.8.8.8; both work well Clephone privacy disconnected and needs to contact your ISP Under Menu > Settings > Phone Service, click Renew Under Menu > Settings > Phone Service, click Renew In Surice pour settings In Surice pour state and connected devices support full duplex Ensure Webex is allowed to access your microphone Ensure Webex is allowed to access your microphone Ensure Webex is allowed Check the box next to "Share computer audio" before you select your content for sharing Screen Sharing not supported / not available Computer privacy settings Direct call to a user's telephone number Redial the user via a Webex Teams Call Under Security & Privacy > Screen Recordin ensure WebEx Teams is allowed Not enough available resources Close unused applications and tabs Too many simultaneous video streams displayed in an active meeting Too much demand on system CPU Go to Call Settings > Video and set Change Virtual Background to "None" to cut CPU load Too much demand on system CPU Go to Call Settings > Video and uncheck	Issue	Potential Root Cause	Recommended Actions (try these first)
SIP ALG is turned on Disable SIP ALG in your router		Too many simultaneous applications	Close other apps
Cal Quality (dropped/garbied calls) PC not keeping up with all program requirements: 16GB RAM. Core is or better processor; SSD Worn Ethernet cables Memory Leak Memory Leak Restart PC Internet congestion or disruption No quality of service Ask your sales rep how SD-WAN could help Call drops Call drops after specific time (usually 10 or 15 minutes) Call drops after specific time (usually 10 or 15 minutes) Computer privacy settings Computer privacy settings SP ALG is turned on DNS policy blocking SP VolP registration policy Contact your SP Ensure that SIP is always allowed over both ports 5600 and 5061with no dynamic port allocation In Windows: Privacy Sottings > Camera, or source Webbax is allowed Computer privacy settings In Windows: Privacy Sottings > Camera, or source Webbax is allowed. SP ALG is turned on DNS policy blocking SP VolP registration policy Contact your SP Dhone Sanvice Disconnected* SP ALG is turned on DNS policy blocking SP VolP registration policy Contact your SP Contact your SP Contact your SP SP ALG is turned on DNS policy blocking SP VolP registration policy Contact your SP Co		Restricted WAN bandwidth	Upgrade your Internet bandwidth
requirements 16GB RAM; Core is or better processor; SSD (dropped/garbled calls) Wom Ethernet cables Replace cables between device and network Memory Leak Restart PC (Internet congestion or disruption Contact your ISP No quality of service Ask your sales rep how SD-WAN could help Call drops after specific time (usually 10 or 15 minutes) Firewall port set incorrectly Ensure that SIP is always allowed over both ports 5060 and 5061with no dynamic port allocation (Desktop) Video Calls from Client drop (Desktop) Computer privacy settings Ensure WebEx is allowed over both ports 5060 and 5061with no dynamic port allocation (Desktop) Video Calls from Client drop (Desktop) Computer privacy settings Ensure WebEx is allowed to access your camera SIP ALG is turned on Disable SIP ALG in your router Finsure your DNS provider allows VoIP from an provider. Open DNS at 1.1.1.1 and Google at 8.8.8.8, both work well SIP VoIP registration policy Contact your ISP Under Menu > Settings > Phone Service, otick Renew SIP ALG is turned on Disable SIP ALG in your router Finsure govern the sufficient of the was disconnected and needs to reconnect One-way audio One-way audio One-way audio Computer privacy settings Ensure all switches, ports, and connected devices support till doubex SIP, RTP, and UDP traffic to flow on ports 5060, 5061, 2200-2300, 13364-45363. Computer privacy settings Ensure Webex is allowed Firewall policy Ensure webex is allowed Computer privacy settings Ensure webex is allowed to access your microphone ensure Webex is allowed Only the video is broadcast Computer privacy settings Ensure your SD-WAN/router will keep NAT and TTP source only sets state and ones to the ports state and ones to the ports state and ones to the ports state and ports s		SIP ALG is turned on	Disable SIP ALG in your router
Wom Ethernet cables Replace cables between device and network Memory Leak Restart PC Nemory Leak Internet congestion or disruption Contact your ISP No quality of service Ask your sales rep how SP-WAN could help Call drops after specific time (usually 10 or 15 minutes) Firewall port set incorrectly Ensure that SIP is always allowed over both ports 5600 and 5061with no dynamic port allocation In Windows: Privacy Settings > Camera, ensure WebEx is allowed 10 access your camera ensure WebEx is allowed 10 access your provider Ponne's provider one provider one provider one provider one provider one provider allows view well 1.1.1.1 and Google at 8.8.8.8; both work well SP VoIP registration policy Contact your Fore Insure I			
Internet congestion or disruption No quality of service Ask your sales rep how SD-WAN could help Call drops Internet congestion or disruption Contact your ISP Call drops after specific time (usually 10 or 15 minutes) Video Calls from Client drop (Desktop) Video Calls from Client drop (Noble) SIP ALG is turned on Disable SIP ALG in your router DNS policy blocking SIP ALG in your router DNS policy blocking SIP VIDEO Pregistration policy Contact your ISP Coren DNS at 1,1,1,1 and Google at 8,8,8,8; both work well SIP VIDEO Pregistration policy Contact your ISP Under Menu > Settings > Phone Service, click Renew SIP ALG is turned on Disable SIP ALG in your router Network is operating at helf duplex Firewall policy Disable SIP ALG in your router Network is operating at helf duplex Firewall policy Disable SIP ALG in your router Disable SIP ALG in your router Network is operating at helf duplex Computer privacy settings Disable SIP ALG in your router Disable SIP ALG in your		Worn Ethernet cables	Replace cables between device and network
No quality of service		Memory Leak	Restart PC
Call drops after specific time (usually 10 or 15 minutes) Call drops after specific time (usually 10 or 15 minutes) Firewall port set incorrectly Call drops after specific time (usually 10 or 15 minutes) Firewall port set incorrectly Computer privacy settings Computer privacy settings In Windows: Privacy Settings > Camera, ensure WebEx is allowed Cellphone privacy settings SIP ALG is turned on DISable SIP ALG in your router Ensure your DNS provider allows VolP from an provider. Open DNS at 1.1.1.1 and Google at 8.8.8; both work well ISP VolP registration policy Contact your ISP Thone Service Disconnected* Phone Service Disconnected* Phone Service Disconnected* Client was disconnected and needs to reconnect Client was disconnected and needs to click Renew SIP ALG is turned on Network is operating at half duplex Firewall policy Contact your ISP Computer privacy settings Cellphone privacy settings Cellphone privacy settings Computer privacy settings Compu		Internet congestion or disruption	Contact your ISP
Call drops after specific time (usually 10 or 15 minutes) Firewall port set incorrectly Firewall port set incorrectly Computer privacy settings Computer privacy settings In Windows: Privacy Settings > Camera, ensure Webex is allowed to access your camera SP ALG is turned on DNS policy blocking Phone/softphone does not register Phone Service Disconnected* Phone Service Disconnected* Phone Service Disconnected* Computer privacy settings Computer privacy settings SIP ALG is turned on DNS policy blocking DNS policy blocking SP VolP registration policy Contact your ISP Phone Service Disconnected* Phone Service Disconnected* Phone Service Disconnected* SIP ALG is turned on Disable SIP ALG in your router Contact your ISP Disable SIP ALG in your router Ensure all switches, ports, and connected devices support full duplex Make sure your firewall allows SIP, RTP, and UDP traffic to flow on ports 5060, 5061, 2200-2300, 13384-65536 Computer privacy settings Computer privacy settings Colliphone privacy settings Computer privacy settings Colliphone privac		No quality of service	Ask your sales rep how SD-WAN could help
Firewall port set incorrectly ports 5060 and 5061with no dynamic port allocation	Call drops	Internet congestion or disruption	Contact your ISP
(Desktop) Cellphone privacy settings Cellphone privacy settings SiP ALG is turned on Disable SiP ALG in your router Ensure Webex is allowed to access your camera DNS policy blocking SiP ALG is turned on Disable SiP ALG in your router Ensure your DNS provider allows VoIP from an provider. Open DNS at 1.1.1 and Google at 8.8.8; both work well ISP VoIP registration policy Contact your ISP "Phone Service Disconnected" Client was disconnected and needs to reconnect SiP ALG is turned on Network is operating at half duplex Ensure all switches, ports, and connected devices support full duplex. Make sure your firewall allows SIP, RTP, and UDP traffic to flow on ports 5060, 5061, 2200-2300, 13384-65535 Computer privacy settings Cellphone privacy settings Cellphone privacy settings Cellphone privacy settings Screen sharing does not broadcast audio from the video Screen Sharing not supported / not available Computer privacy settings Direct call to a user's telephone number Not enough available resources Too many simultaneous video streams displayed in an active meeting Too much demand on system CPU Cell Settings > Video and uncheck Too call Settings > Video and uncheck Co Call Settings > Video and uncheck		Firewall port set incorrectly	ports 5060 and 5061with no dynamic port
SIP ALG is turned on Disable SIP ALG in your router	Video Calls from Client drop (Desktop)	Computer privacy settings	
Phone/softphone does not register DNS policy blocking Ensure your DNS provider allows VoIP from an provider. Open DNS at 1.1.1.1 and Google at 8.8.8.8; both work well		Cellphone privacy settings	
DNS policy blocking provider. Open DNS at 1.1.1.1 and Google at 8.8.8.8; both work well ISP VoIP registration policy Contact your ISP Client was disconnected and needs to reconnect SIP ALG is turned on Disable SIP ALG in your router Network is operating at half duplex Ensure all switches, ports, and connected devices support full duplex UP traffic to flow on ports 5060, 5061, 2200-2300, 13384-65535 Computer privacy settings In Windows: Privacy Settings > Microphone ensure Webex is allowed Cellphone privacy settings Ensure Webex is allowed to access your microphone Screen sharing does not broadcast audio from the video Screen Sharing not supported / not available Computer privacy settings In the video Screen Sharing from a Mac only shows the background PC is slow to respond DNS policy blocking 8.8.8.8; both work well Clephone privacy disconnected and needs to contact your ISP Under Menu > Settings > Phone Service, click Renew Under Menu > Settings > Phone Service, click Renew In Surice pour settings In Surice pour state and connected devices support full duplex Ensure Webex is allowed to access your microphone Ensure Webex is allowed to access your microphone Ensure Webex is allowed Check the box next to "Share computer audio" before you select your content for sharing Screen Sharing not supported / not available Computer privacy settings Direct call to a user's telephone number Redial the user via a Webex Teams Call Under Security & Privacy > Screen Recordin ensure WebEx Teams is allowed Not enough available resources Close unused applications and tabs Too many simultaneous video streams displayed in an active meeting Too much demand on system CPU Go to Call Settings > Video and set Change Virtual Background to "None" to cut CPU load Too much demand on system CPU Go to Call Settings > Video and uncheck	Phone/softphone does not	SIP ALG is turned on	Disable SIP ALG in your router
"Phone Service Disconnected" Client was disconnected and needs to reconnect SIP ALG is turned on Network is operating at half duplex Firewall policy Cone-way audio Cellphone privacy settings Cellphone privacy settings SD-WAN/router does not broadcast audio from the video Screen Sharing not supported / not available Screen Sharing from a Mac only shows the background PC is slow to respond Client was disconnected and needs to reconnect SIP ALG is turned on Disable SIP ALG in your router Ensure all switches, ports, and connected devices support full duplex Make sure your firewall allows SIP, RTP, and UDP traffic to flow on ports 5060, 5061, 2200-2300, 13384-65535 Computer privacy settings In Windows: Privacy Settings > Microphone ensure Webex is allowed Ensure Webex is allowed to access your microphone Screen sharing does not broadcast audio from the video Only the video is broadcast Check the box next to "Share computer audio" before you select your content for sharing Computer privacy settings Computer privacy settings PRedial the user via a Webex Teams Call Under Security & Privacy > Screen Recording ensure WebEx Teams is allowed Not enough available resources Close unused applications and tabs Too many simultaneous video streams displayed in an active meeting Too much demand on system CPU Too much demand on system CPU Too Call Settings > Video and set Change Virtual Background to "None" to cut CPU loa' Go to Call Settings > Video and uncheck		DNS policy blocking	
reconnect click Renew SIP ALG is turned on Disable SIP ALG in your router Network is operating at half duplex Ensure all switches, ports, and connected devices support full duplex Firewall policy Divertific to flow on ports 5060, 5061, 2200-2300, 13384-65535 Computer privacy settings In Windows: Privacy Settings > Microphone ensure Webex is allowed Cellphone privacy settings Ensure Webex is allowed to access your microphone SD-WAN/router does not keep NAT port or RTP source alive Only the video is broadcast Creen sharing does not broadcast audio from the video Screen Sharing not supported / Only the video is broadcast Only the video is broadcast Computer privacy settings Direct call to a user's telephone number Redial the user via a Webex Teams Call Computer privacy settings Not enough available resources Close unused applications and tabs Too many simultaneous video streams displayed in an active meeting Too much demand on system CPU Team with demand on system CPU Go to Call Settings > Video and uncheck		ISP VoIP registration policy	Contact your ISP
Network is operating at half duplex Ensure all switches, ports, and connected devices support full duplex Make sure your firewall allows SIP, RTP, and UDP traffic to flow on ports 5060, 5061, 2200-2300, 13384-65535 Computer privacy settings In Windows: Privacy Settings > Microphone ensure Webex is allowed to access your microphone Screen sharing does not provide alive Screen sharing does not provide a supported on the video of the video is broadcast Computer privacy settings Cellphone privacy settings Ensure Webex is allowed to access your microphone Ensure your SD-WAN/router will keep NAT and RTP source ports static and open Check the box next to "Share computer audio" before you select your content for sharing Screen Sharing not supported of not available Computer privacy settings In Windows: Privacy Settings > Microphone Ensure your SD-WAN/router will keep NAT and RTP source ports static and open Check the box next to "Share computer audio" before you select your content for sharing Creen Sharing not supported of not available Computer privacy settings Under Security & Privacy > Screen Recording ensure WebEx Teams is allowed Not enough available resources Close unused applications and tabs Too many simultaneous video streams displayed in an active meeting Too much demand on system CPU Go to Call Settings > Video and set Change Virtual Background to "None" to cut CPU load Too Windows: Privacy Settings > Video and uncheck	"Phone Service Disconnected"		
One-way audio Computer privacy settings Computer privacy settings In Windows: Privacy Settings > Microphone ensure Webex is allowed to access your microphone SD-WAN/router does not keep NAT port or RTP source alive Screen sharing does not broadcast audio from the video Screen Sharing not supported / not available Screen Sharing from a Mac only shows the background Only the video is broadcast Computer privacy settings Computer privacy settings Computer privacy settings Check the box next to "Share computer audio" before you select your content for sharing Redial the user via a Webex Teams Call Under Security & Privacy > Screen Recordine ensure WebEx Teams is allowed Not enough available resources Too many simultaneous video streams displayed in an active meeting Too much demand on system CPU Too much demand on system CPU Too much demand on system CPU Too Call Settings > Video and uncheck	One-way audio	SIP ALG is turned on	Disable SIP ALG in your router
One-way audio Computer privacy settings		Network is operating at half duplex	Ensure all switches, ports, and connected devices support full duplex
Computer privacy settings In Windows: Privacy Settings > Microphone ensure Webex is allowed Cellphone privacy settings Ensure Webex is allowed to access your microphone SD-WAN/router does not keep NAT port or RTP source alive Ensure your SD-WAN/router will keep NAT and RTP source ports static and open Screen sharing does not broadcast audio from the video Screen Sharing not supported / not available Computer privacy settings Direct call to a user's telephone number Redial the user via a Webex Teams Call Under Security & Privacy > Screen Recording ensure WebEx Teams is allowed Not enough available resources Too many simultaneous video streams displayed in an active meeting Too much demand on system CPU Go to Call Settings > Video and uncheck		Firewall policy	UDP traffic to flow on ports 5060, 5061,
Screen sharing does not broadcast audio from the video Screen Sharing not supported / not available Screen Sharing from a Mac only shows the background Only the video settings Computer privacy settings Direct call to a user's telephone number Computer privacy settings Close unused applications and tabs Too many simultaneous video streams displayed in an active meeting Computer privacy settings Microphone Ensure your SD-WAN/router will keep NAT and RTP source ports static and open Check the box next to "Share computer audio" before you select your content for sharing Redial the user via a Webex Teams Call Under Security & Privacy > Screen Recording ensure WebEx Teams is allowed Not enough available resources Close unused applications and tabs Too many simultaneous video streams displayed in an active meeting Too much demand on system CPU Go to Call Settings > Video and set Change Virtual Background to "None" to cut CPU load Too Call Settings > Video and uncheck		Computer privacy settings	In Windows: Privacy Settings > Microphone , ensure Webex is allowed
Screen sharing does not broadcast audio from the video Screen Sharing not supported / not available Screen Sharing from a Mac only shows the background PC is slow to respond RTP source alive RTP source ports static and open Check the box next to "Share computer audio" before you select your content for sharing Redial the user via a Webex Teams Call Under Security & Privacy > Screen Recording ensure WebEx Teams is allowed Not enough available resources Close unused applications and tabs Too many simultaneous video streams displayed in an active meeting PC is slow to respond RTP source ports static and open Check the box next to "Share computer audio" before you select your content for sharing Redial the user via a Webex Teams Call Under Security & Privacy > Screen Recording ensure WebEx Teams is allowed Close unused applications and tabs Switch your view from gallery to presenter to reduce CPU load For much demand on system CPU Too much demand on system CPU Go to Call Settings > Video and set Change Virtual Background to "None" to cut CPU load Too much demand on system CPU Go to Call Settings > Video and uncheck		Cellphone privacy settings	
before you select your content for sharing Screen Sharing not supported / not available Screen Sharing from a Mac only shows the background Direct call to a user's telephone number Computer privacy settings Computer privacy settings Under Security & Privacy > Screen Recording ensure WebEx Teams is allowed Not enough available resources Close unused applications and tabs Too many simultaneous video streams displayed in an active meeting PC is slow to respond Too much demand on system CPU Too much demand on system CPU Go to Call Settings > Video and set Change Virtual Background to "None" to cut CPU load Go to Call Settings > Video and uncheck			Ensure your SD-WAN/router will keep NAT and RTP source ports static and open
Screen Sharing from a Mac only shows the background Computer privacy settings Under Security & Privacy > Screen Recording ensure WebEx Teams is allowed Not enough available resources Too many simultaneous video streams displayed in an active meeting PC is slow to respond Too much demand on system CPU Too much demand on system CPU Too much demand on system CPU Go to Call Settings > Video and set Change Virtual Background to "None" to cut CPU load Go to Call Settings > Video and uncheck		Only the video is broadcast	Check the box next to "Share computer audio" before you select your content for sharing
only shows the background Not enough available resources Too many simultaneous video streams displayed in an active meeting PC is slow to respond Too much demand on system CPU Too much demand on system CPU Too much demand on system CPU Go to Call Settings > Video and set Change Virtual Background to "None" to cut CPU load Go to Call Settings > Video and uncheck		Direct call to a user's telephone number	Redial the user via a Webex Teams Call
Too many simultaneous video streams displayed in an active meeting PC is slow to respond Too much demand on system CPU Go to Call Settings > Video and set Change Virtual Background to "None" to cut CPU load Go to Call Settings > Video and uncheck		Computer privacy settings	Under Security & Privacy > Screen Recording ensure WebEx Teams is allowed
PC is slow to respond Too much demand on system CPU Go to Call Settings > Video and set Change Virtual Background to "None" to cut CPU load Too much demand on system CPU Go to Call Settings > Video and uncheck	PC is slow to respond	Not enough available resources	Close unused applications and tabs
Too much demand on system CPU Virtual Background to "None" to cut CPU load Go to Call Settings > Video and uncheck			Switch your view from gallery to presenter to reduce CPU load
		Too much demand on system CPU	Go to Call Settings > Video and set Change Virtual Background to " None " to cut CPU load
		Too much demand on system CPU	Go to Call Settings > Video and uncheck Enable HD to reduce video size and CPU load

UCx with Cisco Webex Troubleshooting Guide TPX



Issue	Potential Root Cause	Recommended Actions (try these first)
Echo on voice calls	Laptop mic too close to laptop speaker	Use a headset or external mic/speakers
Can't hear callers	Incorrect output setting selected on client	Go to Call Settings > Audio and update your Speaker to your desired speaker
	Incorrect volume setting	Go to your system volume and raise your speaker volume to a comfortable level
Callers can't hear you	Incorrect input setting selected on client	Go to Call Settings > Audio and update to your desired mic
	Incorrect volume setting	Go to your system volume and raise your mic input to a comfortable level
Unable to leave a voicemail when dialing an internal user.	Dialed via a Webex Teams Call	Redial the user via their telephone number or extension. Or send them a chat message.
I lost my password	Request a password reset from your admin	Password reset steps
Webex Meeting continues after you have left the meeting.	Webex Space Meetings persist until all participants have left the meeting	Wait for all participants to leave.
Guest Participants receive 2 invites to your meeting.	When using @meet or @webex as your meeting location, Outlook will send 2 invites. The first invite creates the meeting and the second invite adds the Webex join information. Some email system won't allow updates and instead save both invites.	Recipients should manually delete or ignore the first (empty) meeting.
Incorrect meeting information populated in your Outlook meeting invite.	When using Webex Calendar integration via @webex or @meet, an alternate (non-Webex) meeting is populating in the invite	Go to your Outlook settings (Preferences on Mac OS) > Calendar and ensure Add online meeting to all meetings (applies to M365 accounts only) is unchecked.